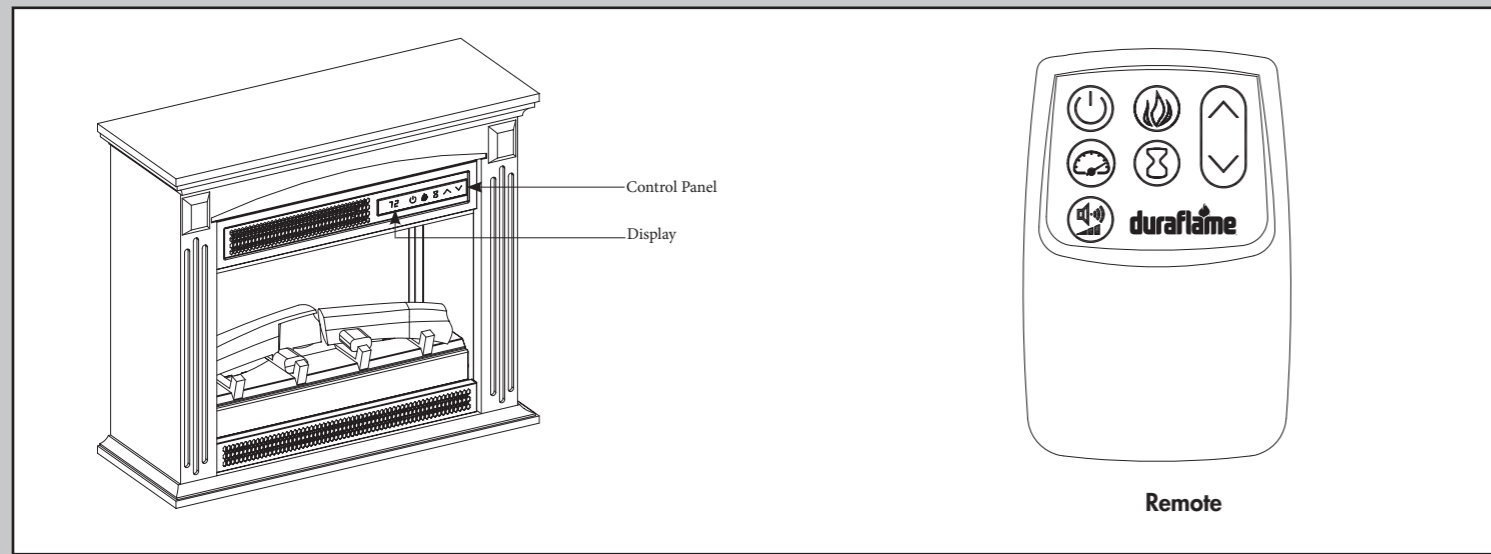


Go to [tsicustomerservice.com](http://tsicustomerservice.com) for product warranty registration

## OPERATING INSTRUCTIONS



## OPERATING INSTRUCTIONS

### ⏻ -- POWER

1. The power button supplies power to all of the fireplace functions. The power button will put the insert in a standby mode. This will turn off all functions at once, but will hold the settings in the memory. By pressing the Power button again, the unit will turn on with the retained settings.
2. With the power on, press and hold the Power button on the control panel for 10 seconds to disable or re-enable the heater function. Once disabled or re-enabled, the candle lights will flash multiple times.
3. Before the heater powers off, the fan will continue to run for a period of time to cool down the internal parts.

### 🔥 -- FLAME

1. There are 5 brightness levels that can be selected and OFF (00) setting.
2. Settings F5 - F1 decrease in brightness.

### ⬆️⬆️ -- TEMPERATURE SETTING

1. The fireplace contains three infrared quartz heating elements.
2. The thermostat setting range is 62°F - 82°F (17°C - 27°C) or continuously ON. Set the heater to (00) to use the flame effects without the heat.
3. The thermostat is adjustable by 2°F or 1°C increments.
4. The up and down buttons "⬆️⬆️" will increase / decrease temperature setting.
5. To change between °F and °C, press and hold the TIMER button on the control panel for 3 seconds.

### 🕒 --TIMER

Pressing the timer button will cycle through the timer settings: 30 minutes, 1 Hour, 2H, 3H, 4H, 5H, 6H, 7H, 8H, 9H and off (00).

### 🔊 --FLAME SPEED

The flame speed is only adjustable from the remote control. Setting S1 is slowest ranging up to setting S5 which is the fastest.

### 🔊 --FLAME SOUND

The flame sound is only adjustable from the remote control. There are 3 volume levels that can be selected and OFF.

1. Low volume
2. Medium volume
3. High volume

## PRODUCT SPECIFICATIONS

VOLTAGE	120 VAC, 60 Hz
AMPS	12.5 Amps
WATTS	1500 Watts

### For Customer Service:

**[tsicustomerservice.com](http://tsicustomerservice.com)**  
 (+1) 888-674-7517  
 8:30 a.m.-5:30 p.m., EST, Monday-Friday

Manufactured and distributed by Twin-Star International, Inc., under license from Duraflame, Inc. **duraflame**, the flame symbol and logo are registered trademarks of Duraflame, Inc.

Note: When first running the heater there may be an odor. This is normal as the heater has a surface coating on the internal parts. For the first several hours of operation, the coating reacts with the internal parts to permanently protect them. The odor is safe; if you are sensitive to the odor, it is recommended to run the heater in a well-ventilated area until the odor dissipates.

Warning: This is an unvented, electric appliance. **DO NOT** attempt to burn wood or manufactured firelogs in or on this appliance or grate.

© 2019, Twin-Star International, Inc.  
 Delray Beach, FL 33445

## IMPORTANT INSTRUCTIONS

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electrical shock, and injury to persons including the following:

1. Read all instructions before using this appliance.
2. **DANGER** – High temperatures may be generated under certain abnormal conditions. Do not partially or fully cover or obstruct the front of this heater. **WARNING:** In order to avoid overheating, do not cover the heater.
3. **CAUTION:** Never leave the heater operating unattended. Extreme caution is necessary if unsupervised children or invalids are nearby.
4. The appliance is not to be used by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.
5. Always unplug this appliance when not in use.
6. Do not operate any heater with a damaged cord or plug or after the appliance malfunctions, or if it has been dropped or damaged in any manner.
7. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
8. Do not use outdoors.
9. This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate this appliance where it may fall into a bathtub or other water container.
10. Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Do not route cord under furniture or appliances. Arrange cord away from traffic area and where it will not be tripped over.
11. To disconnect this appliance, turn controls to the off position, then remove plug from outlet.
12. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the appliance.
13. This appliance, when installed, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the current CSA C22.1 Canadian Electrical Code or for U.S.A. installations, follow local codes and the National Electrical Code, ANSI/NFPA NO.70.
14. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the appliance.
15. To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a bed, where opening may become blocked.
16. This appliance has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids are used or stored. This stove should not be used as a drying rack for clothing, Christmas stockings or decorations should not be hung in the area of it.
17. Use this appliance only as described in the manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
18. Connect to properly grounded outlets only. This heater is for use on 120 volts. The cord has a plug as shown at A in Fig.1. Avoid the use of an extension cord because of the risk of overheating the cord and the risk of fire. Extension cords are for temporary use only. If an extension cord must be used, it must be UL/CSA certified, rated at 15A (1875W), 125V maximum with 14AWG minimum and constructed of two current carrying conductors with ground. A heavy duty extension cord with the shortest length possible for the connection is recommended and must not be longer than 50 ft. (15.2m). Do not coil or cover the extension cord.

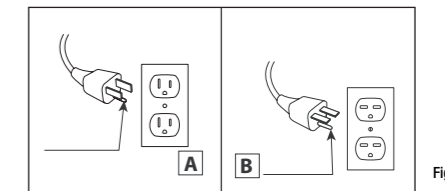
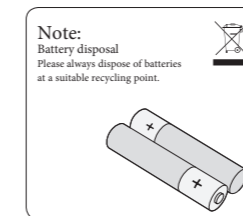
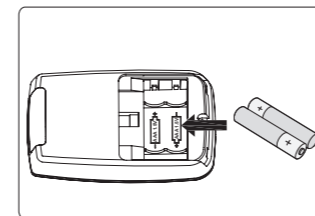


Fig.1

## Battery Replacement



Note:  
 Battery disposal  
 Please always dispose of batteries  
 at a suitable recycling point.

1. The battery compartment is located on the back end of the remote control.
2. Press and slide the battery door open and remove the old battery.
3. Insert 2 AAA batteries, checking that the + and - sides of the battery match inside the battery compartment.
4. Replace the battery compartment door.

### Caution:

- For best results, use 2pcs AAA alkaline batteries.
- Install only new batteries of the same type in your product.

## 1-YEAR LIMITED WARRANTY

The manufacturer warrants that your new Electric Fireplace is free from manufacturing and material defects for a period of one year from date of purchase, subject to the following conditions and limitations.

1. Install and operate this Electric Fireplace in accordance with the installation and operating instructions furnished with the product at all times. Any unauthorized repair, alteration, willful abuse, accident, or misuse of the product shall nullify this warranty.
2. This warranty is non-transferable, and is made to the original owner, provided that the purchase was made through an authorized supplier of the product.
3. The warranty is limited to the repair or replacement of part(s) found to be defective in material or workmanship, provided that such part(s) have been subjected to normal conditions of use and service, after said defect is confirmed by the manufacturer's inspection.
4. The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of the defective part(s).
5. Any installation, labor, construction, transportation, or other related costs/expenses arising from defective part(s), repair, replacement, or otherwise of same, will not be covered by this warranty, nor shall the manufacturer assume responsibility for same.
6. The owner/user assumes all other risks, if any, including the risk of any direct, indirect or consequential loss or damage arising out of the use, or inability to use the product, except as provided by law.
7. All other warranties – expressed or implied –with respect to the product, its components and accessories, or any obligations/liabilities on the part of the manufacturer are hereby expressly excluded.
8. The manufacturer neither assumes, nor authorizes any third party to assume on its behalf, any other liabilities with respect to the sale of the product.
9. The warranties as outlined within this document do not apply to non accessories used in conjunction with the installation of this product.
10. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

This warranty is void if:

- a. The fireplace is subjected to prolonged periods of dampness or condensation.
- b. Any unauthorized alteration, willful abuse, accident, or misuse of the product.
- c. You do not have the original receipt of purchase.

### IF WARRANTY SERVICE IS NEEDED

Contact the manufacturer by calling customer service department at 1-888-674-7517, 7 days a week 24 hours a day at our toll-free help line. Our Consumer Service department is available Monday – Friday 8:30 am – 5:30 pm EST. Make sure you have your warranty, your sales receipt, location of purchase and the model/serial number of your product.

- Failure to insert batteries in the correct polarity, as indicated in the battery compartment, may shorten the life of the batteries or cause batteries to leak.
- Do not mix old and new batteries.
- Do not mix Alkaline, Standard (Carbon-Zinc) or Rechargeable (Nickel Cadmium) or (Nickel Metal Hydride) batteries.
- Danger of explosion if battery is incorrectly replaced.
- Do not ingest batteries.
- Batteries should be recycled or disposed of as per state and local guidelines.

### DISPOSAL OF USED BATTERIES

Battery may contain hazardous substances which could endanger the environment and human health. Used batteries shall not be treated as municipal waste, but left at the appropriate collection point for recycling. For more information about collection and recycling of used batteries, please contact your local municipality or waste disposal service.

# SAVE THESE INSTRUCTIONS

## TROUBLESHOOTING GUIDE

Problem	Root Cause	Corrective Action
Display shows “ E 1 ”	The thermostat sensor is broken or disconnected.	Unplug the fireplace, remove the back panel of the fireplace and check that the thermostat is plugged into the main circuit board. If this does not solve the problem, contact customer service for a replacement thermostat sensor.
Display shows “ E 2 ”	The thermostat sensor is broken.	Contact customer service for a replacement thermostat sensor.
Display shows “ E 3 ”	Manual Reset overheat protection has triggered.	Inspect the heater and check that the air inlets and outlets are not blocked as this may cause overheating. Unplug the heater for 30 minutes and allow it to cool down. Replug and operate, but monitor the heater for signs of overheating. If the problem persists, discontinue use of the heater and contact customer service.
Display shows “ E r ”	Normal operation.	Check your heater cord and plug connections. Faulty wall outlet connections or loose plugs can cause the outlet or plug to overheat. Be sure the plug fits tight in the outlet. Heaters draw more current than small appliances, so overheating of the outlet may occur even if it has not occurred with the use of other appliances. During use, check frequently to determine if your plug, outlet or faceplate is HOT! If so, discontinue use of the heater and have a qualified electrician check and/or replace the faulty outlet(s).
Heater does not blow warm air.	Cool down cycle.	Normal operation. Heater will continue to run for several minutes before shutting down. Times will vary based on temperatures. During this time cool air will blow.
No power, logs do not glow.	No power to the unit	Check that unit is plugged into a standard 120V outlet. Press power button several times, make sure power is set at “ON” position.
Logs glow, but no flame effect.	Flame effect turned off	Press flame button several times.
Heater does not blow warm air.	Thermostat setting is preventing heater from turning on.	Adjust the temperature settings to ensure that the thermostat is set higher than the current room temperature.
Flame effect works, but heater function does not and the emberbed flashes when the heater button is pressed.	The heater is disabled.	With the power on, press and hold the POWER button on the control panel for 10 seconds. Once re-enabled the emberbed lights will flash multiple times.
Remote control is not working.	No batteries	Change the remote batteries.
	Poor Signal	Operate remote transmitter at a slow measured pace. Press the remote control buttons with an even motion and gentle pressure. Repeatedly pressing buttons in rapid succession may cause the transmitter to malfunction.
	Distance	Operate the remote at a distance less than 20 feet from the front of the appliance; point the remote at the control panel.

### FCC/IC INFORMATION

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures.

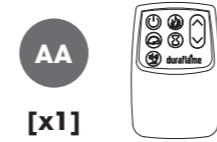
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

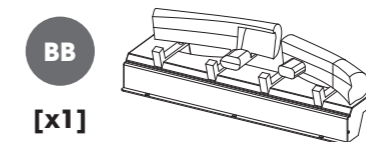
- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

This Class B digital apparatus complies with Canadian ICES-003.

## Replacement Parts



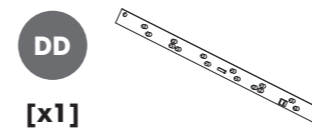
AA  
[x1]  
Remote Control  
P180



BB  
[x1]  
Emberbed with Log  
Y19-S279-P02



CC  
[x1]  
Flame Generator Drive Motor  
P10-6-Q



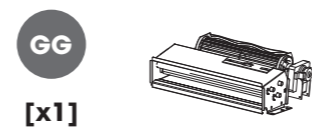
DD  
[x1]  
Flame Circuit Board  
Y19-S279-P40



EE  
[x1]  
Thermostat Sensor  
INS-NTC



FF  
[x1]  
Main Circuit Board  
Y19-S279-P15



GG  
[x1]  
Heater/ Blower Assembly  
Y19-S279-P01



HH  
[x1]  
Flame Sound Circuit Board  
Y19-S279-P181



II  
[x1]  
Control Panel Circuit Board  
Y19-S279-P32

### CARE AND MAINTENANCE

- Clean the trim using a soft cloth, slightly dampened with citrus oil based product and buff with a clean soft cloth.
- DO NOT use brass polish or household cleaners as these products will damage the metal trim. Citrus oil based products can be obtained at supermarkets or hardware stores.
- **WARNING:** Electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electrical shock and injury to persons.
- **WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electrical shock or personal injury.